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LME-MCO Communication Bulletin #J210

Date: July 18, 2016

To: LME-MCOs

From: Mabel McGlothlen, LME-MCO System Management Section Chief, DMH/DD/SAS and Kathy Nichols, Behavioral Health Manager, Behavioral Health Section, DMA

Subject: Annual Quality Strategy and Quality Improvement Projects/Performance Improvement Projects

The purpose of this bulletin is to collect the Annual Quality Strategy and Quality Improvement Projects/Performance Improvement Projects for each LME/MCO, as required in both the Division of Medical Assistance (DMA) and the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS) contracts.

In accordance with DHHS contracts, LME-MCOs are responsible for identifying and addressing opportunities for improvement of the local operations and service system. This includes conducting a minimum of three (3) quality improvement projects (QIPs) each year regarding DHHS funded services.

- For DMA funded services, one of the projects should be clinical, one non-clinical, and one additional QIP. Please only include the QIPs approved by DHHS.
- For DMH/DD/SAS funded services, LME-MCOs are expected to submit three (3) QIPs.

The summaries of these studies shall be provided to the local Area Board, the local Consumer and Family Advisory Council and, on request, to DHHS. QIPs should be broken down by the funding source.

As a part of our statewide effort to ensure quality improvement of the publicly funded service system, DHHS requests that LME-MCOs send results from SFY 15-16 QIPs and the plan for QIPs for SFY 16-17 for Medicaid and State funded services.

In order to evaluate quality management as a statewide system, we will need QIPs for Medicaid and State funded services and the SFY 16-17 Quality Management Plan.

Please send all QIP results and plans for the current year to contactdmhquality@dhhs.nc.gov and Adolph.simmmons@dhhs.nc.gov by August 31, 2016. Thank you for your commitment to continuous quality improvement of our state behavioral health system.

Previous bulletins can be accessed at: <http://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>

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